

E	Unbundled Local Switching Services (Cont'd) <ul style="list-style-type: none"> ◆ Unbundled Local switching (ULS) ◆ ISDN Basic Rate Interface (BRI) <ul style="list-style-type: none"> ◆ Unbundled Port ◆ ISDN Primary Rate Interface (PRI) <ul style="list-style-type: none"> ◆ Unbundled Port ◆ Unbundled Packet Switching (UPS) 		
F.	Electronic Ordering Process <ul style="list-style-type: none"> ◆ EDI ◆ LENS 		
G.	Firm Order Confirmation (FOC)		
H.	Service Inquiries (SI)		
I.	Clarification Procedures		
J.	Supplement Procedures		
K.	Due Date Change Procedures		
L.	Cancellation Procedures		
M.	Inside Wire Procedures		
N.	TSP		
O.	Forms <ul style="list-style-type: none"> ◆ Local Service Request ◆ Access Service Request ◆ End User Information ◆ Database Services Interconnection Form ◆ B-C-D Page/Screen Form ◆ Special Access Form ◆ Loop Service Form ◆ Selective Routing Form ◆ Port Form ◆ BellSouth Port Service Addendum Form ◆ Selective Class of Call Screening Form ◆ BSTEI-1-P Form (Collocation) ◆ LIDB Storage Agreement ◆ Number Portability Form ◆ Unbundled Port ISDN <p><i>Examples of forms are contained in the ordering guide</i></p>		
		Yes	No

	Provisioning <i>Goal: Customer understands provisioning procedures and interfaces.</i>		
A.	Installation Intervals		
B.	Project Procedures		
C.	Expedites		
D.	Service Acceptance Procedures		
E.	Service Jeopardy Procedures		
F.	Missed Appointment Procedures		
G.	Escalation Policy		
H.	Special Construction Charges		
I.	Additional Labor and Overtime Charges		
J.	Provisioning Contacts		
	Maintenance <i>Goal: Customer understands maintenance procedures and interfaces.</i>		
A.	Manual Interface Procedures		
B.	UNE Center Telephone Numbers		
C.	Mechanized Interface Procedures		
D.	Repair Intervals		
E.	Escalation Procedures		
F.	Credit for Service Outage		
G.	Misdirected End User Report Procedures		
H.	Repair Contact Handling Guide		
I.	Non-BellSouth Troubles		
J.	Disaster Procedures		

		Yes	No
	Billing <i>Goal: Verify customer has received billing technical specifications for the various billing media and understands procedures for bill verification.</i>		
A.	What is billed by BellSouth?		
B.	Billing Media Options available for CRIS bills		
C.	Billing Media Options available for CABS bills		
D.	Daily Usage File (DUF) Procedures		
E.	Billing Dispute/Resolution Procedures		
F.	Billing Invoices to BellSouth		
G.	Line Information Database (LIDB) Procedures		
H.	BellSouth Advertising and Publishing Corporation (BAPCO) Contract and Directory Contacts		
I.	Casual Calling		
J.	Forms <ul style="list-style-type: none"> ◆ Billing Adjustment Investigation Request to LCSC ◆ Billing Adjustment Response from LCSC ◆ BAPCO Directory form for Customer Guide Listing Daily Usage File Contract 		

BUSINESS PROCEDURES

Concurrence Signatures:

CLEC: _____

BellSouth: _____

PRE-ORDERING

Concurrence Signatures:

CLEC: _____

BellSouth: _____

ORDERING

Concurrence Signatures:

CLEC: _____

BellSouth: _____

PROVISIONING

Concurrence Signatures:

CLEC: _____

BellSouth: _____

MAINTENANCE

Concurrence Signatures:

CLEC: _____

BellSouth: _____

BILLING

Concurrence Signatures:

CLEC: _____

BellSouth: _____

ADVISORY TEAM MEETING ROSTER

CUSTOMER:

VISIT DATES:[illegible]

Revised 2/13/98
Version 1

ADVISORY TEAM MEETING ROSTER

CUSTOMER:**VISIT DATES:**[illegible]

Revised 2/13/98
Version 1

ADVISORY TEAM VISIT NOTES

CLEC:

VISIT DATES:[illegible]

Revised 2/13/98
Version 1

ADVISORY TEAM VISIT NOTES

CLEC:

VISIT DATES:[illegible]

Revised 2/13/98
Version 1

POST VISIT SUMMARY

CLEC NAME:

DATE OF VISIT:

CLEC ADDRESS:

ADVISORY TEAM LEADER:

VISIT TYPE:

REQUEST FROM:

ACCOUNT MANAGER:

CSM:

GENERAL:

Customer Issue Summary:

Customer Issue Resolutions:

POST VISIT SUMMARY

CLEC NAME:

DATE OF VISIT:

CLEC ADDRESS:

ADVISORY TEAM LEADER:

VISIT TYPE:

REQUEST FROM:

ACCOUNT MANAGER:

CSM:

GENERAL:

Customer Issue Summary:

Customer Issue Resolutions:

POST VISIT SUMMARY

Flow Thru Issues

Flow Through Issues Resolutions

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Flow Through Issues Resolutions

POST VISIT SUMMARY

BST Issue Summary

POST VISIT SUMMARY

BST Issue Summary

TO: Sandra C. Jones, Manager - CLEC Advisory Team
Openmail: Sandra C. Jones / AL, BRHM05

Advisory Team Visit - Participant Evaluation

(Participant name) _____

(Visit date) _____

(+) Value this participant added to the visit? _____

(-) Any behavior(s) that detracted from the purpose of the visit? _____

Any feedback from CLEC on the above behaviors (+) & (-) ? _____

Other Comments? _____

Advisory Team Member

TO: Sandra C. Jones, Manager - CLEC Advisory Team
Openmail: Sandra C. Jones / AL, BRHM05

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Any feedback from CLEC on the above behaviors (+) & (-) ? _____

Other Comments? _____

Advisory Team Member

TO: Sandra C. Jones, Manager - CLEC Advisory Team
675 W. Peachtree Street, 21R84
Atlanta, GA. 30375 (404) 927-7372
Openmail: Sandra C. Jones / AL, BRHM05

Advisory Team Visit Effectiveness Evaluation

(CLEC) _____

(Visit date) _____

What went well (& why)? _____

What needs improvement (& why)? _____

What is your impression of the value of this visit to the CLEC? (please check one)

☐ High ☐ Moderate ☐ Low

Reason(s) for your rating? _____

Other Comments _____

Name & Telephone Number

To be completed by AE, SD, CSM, etc. 3/19/98 jls

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Other Comments _____

Name & Telephone Number

To be completed by AE, SD, CSM, etc. 3/19/98 jls

[Company Name]
[Street Address]
[City, State/Province Zip/Postal Code]

April 17, 1998

[Recipient Name]
[Address]
[City, State/Province Zip/Postal Code]

Dear [Recipient]:

The BellSouth Advisory Team met with representatives of your company on (insert date here). Thank you for participating in this meeting. Our team's mission is to provide you with the tools you need to do business with BellSouth successfully.

During the meeting, the subject areas of Business Procedures, Pre-Ordering, Ordering, Maintenance, Provisioning, Billing and Electronic Interfaces were discussed. Meeting participants were as follows:

XXXXXXXX XXXXXXXX XXXXXXXX
XXXXXXXX XXXXXXXX XXXXXXXX

Issues which remained unresolved at the close of the meeting have been assembled into the attached list. You may refer to it for issue status and BellSouth owner information. Your account manager has been provided a copy of this list and will be the point of contact for follow-up.

Once again, thank you for a successful meeting. It was a pleasure meeting each of you.

Sincerely,

[Your name]
[Your position]

[Typist's initials]

Enclosure: [Number]

cc: [Name]

Date: 4/28/98

Meeting

[illegible]

ISSUES LIST

Date: 4/28/98

Meeting

[illegible]

Meeting

3 Maintenance:

ISSN LIST

Date: 4/28/98

Meeting

[illegible]

Date: 4/28/98

Meeting

[illegible]